

# **Frontline Focus Website User Manual**

Training 101

A comprehensive communication document to give assistance to people using the online system.

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11/21/2011

## I. Login Page

So let's start with the login page and focus on the wibiya toolbar capabilities.

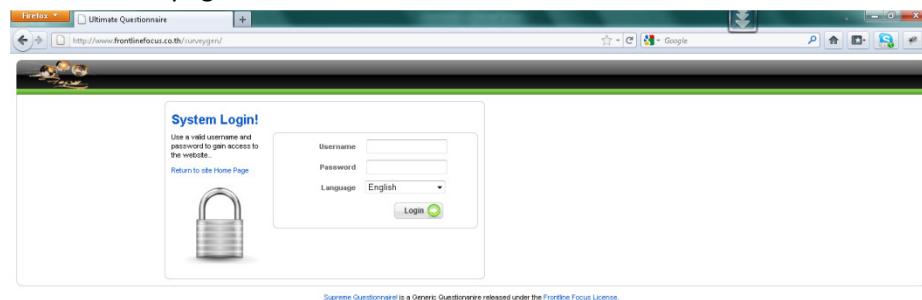
**a. Wibiya Toolbar**

**a. Whos Online Plugin**

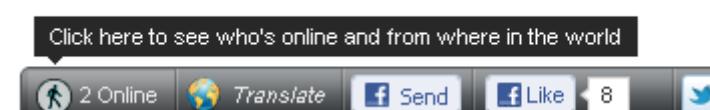
This plugin determines the users location who visited our website. And it can be done using the steps below.

**Steps to use.**

- Goto our webpage.



- Click on the icon with a man in a circle of white as what the picture shows.



- After clicking the button a popup will appear showing all of the users who logged in our site marked with a star.

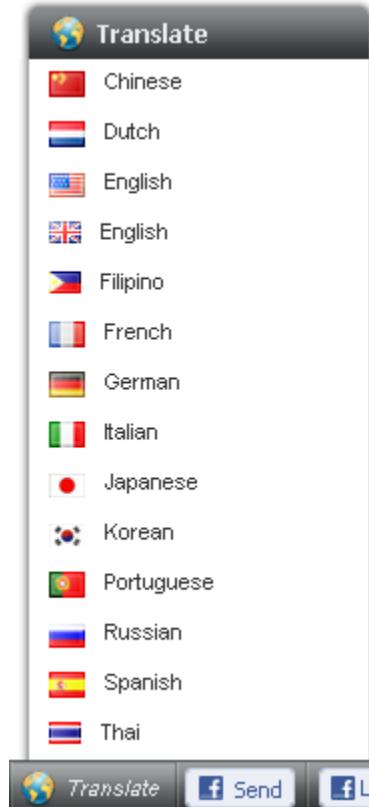


***b. Translate Plugin***

This plugin gives you the ability to automatically translate all text in the website.

***Steps to use.***

- a. Click on the translation button found at the bottom left side of the page.



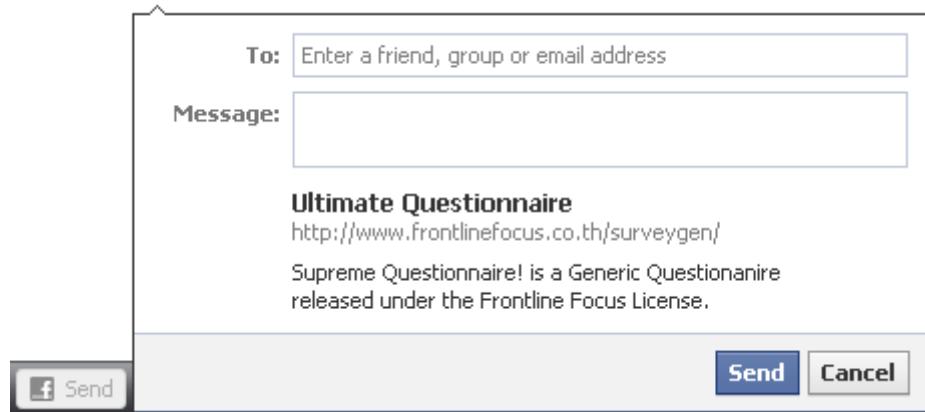
- c. Wait for the page to translate all the text to your desired language.

***d. Facebook Comment Plugin***

This plugin gives you access to comment directly to our facebook website fan site.

***Steps to use.***

- Click on the “Send” button at the bottom of the page.



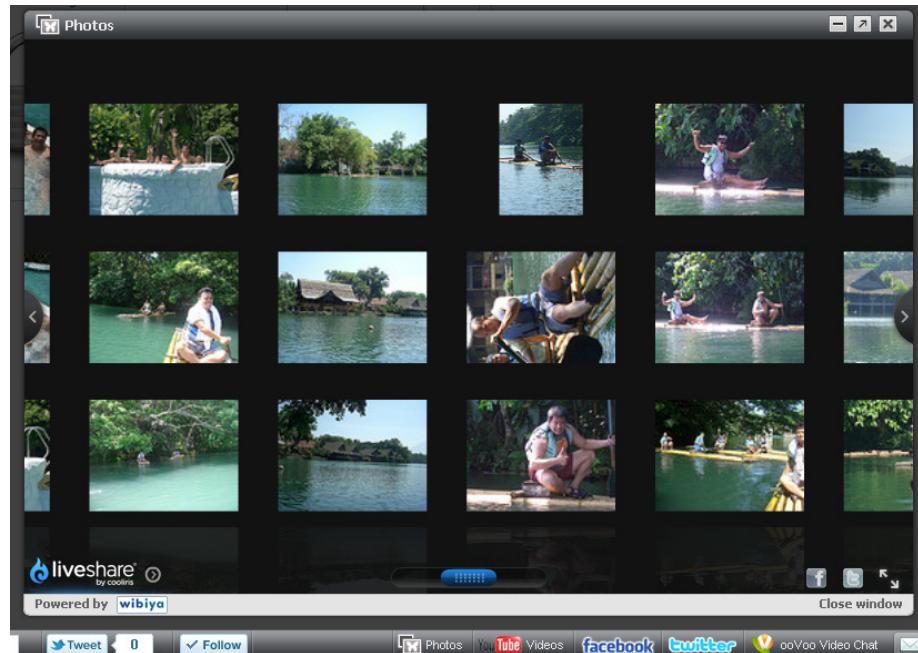
- Wait for the plugin to load.
- Login your facebook account.
- Fill the fields.
- Press Send.

#### e. Photos Plugin

This plugin shows variety of pictures of Frontlinefocus International.

Steps to use.

- Click on the “Photos” button at the bottom of the page.
- Wait for the plugin to load.



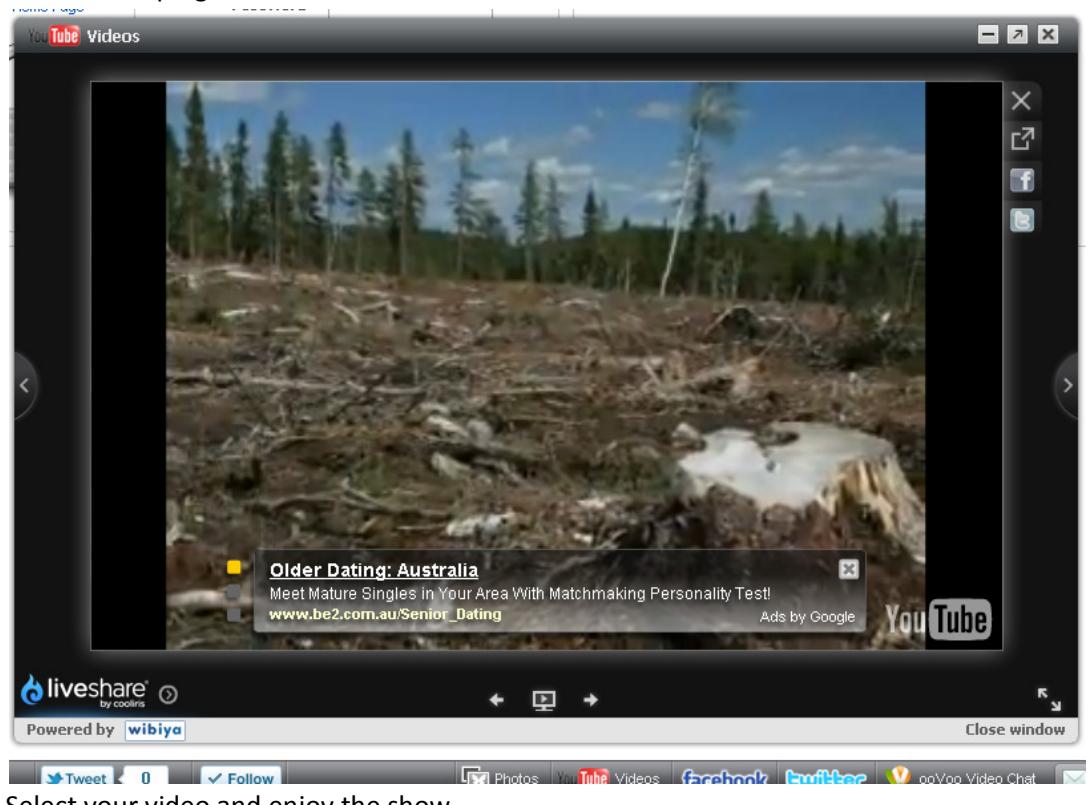
- Select an Image and wait for it to load.

**f. Youtube Toolbar**

This plugin shows all of the pictures in our FrontlineFocus youtube channel.

Steps to use.

- a. Click on the “YouTube Videos” button at the bottom of the page.
- b. Wait for the plugin to load.



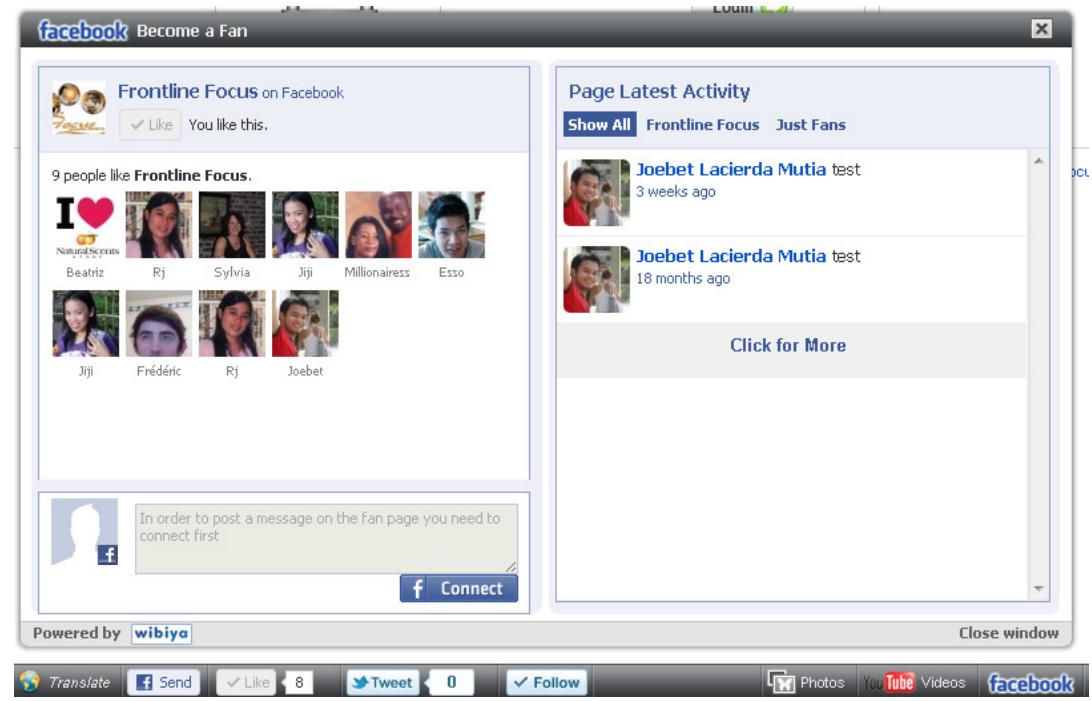
- c. Select your video and enjoy the show.

**g. Facebook Page Plugin**

This plugin loads the Facebook fanpage of FrontlineFocus.

Steps to use.

- Click on the “Facebook” found at the bottom of the page.



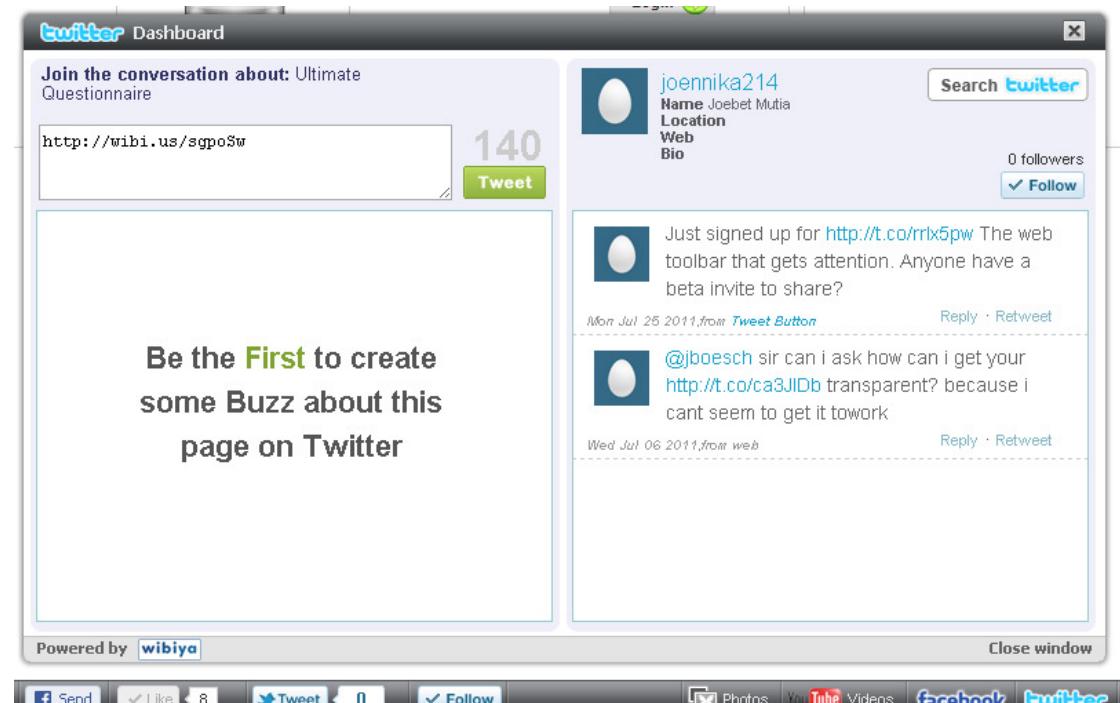
- Wait for the plugin to load.

#### ***h. Twitter Page Plugin***

This plugin loads the Twitter fanpage of FrontlineFocus.

Steps to use.

- Click on the “Twitter” found at the bottom of the page.



- d. Wait for the plugin to load.

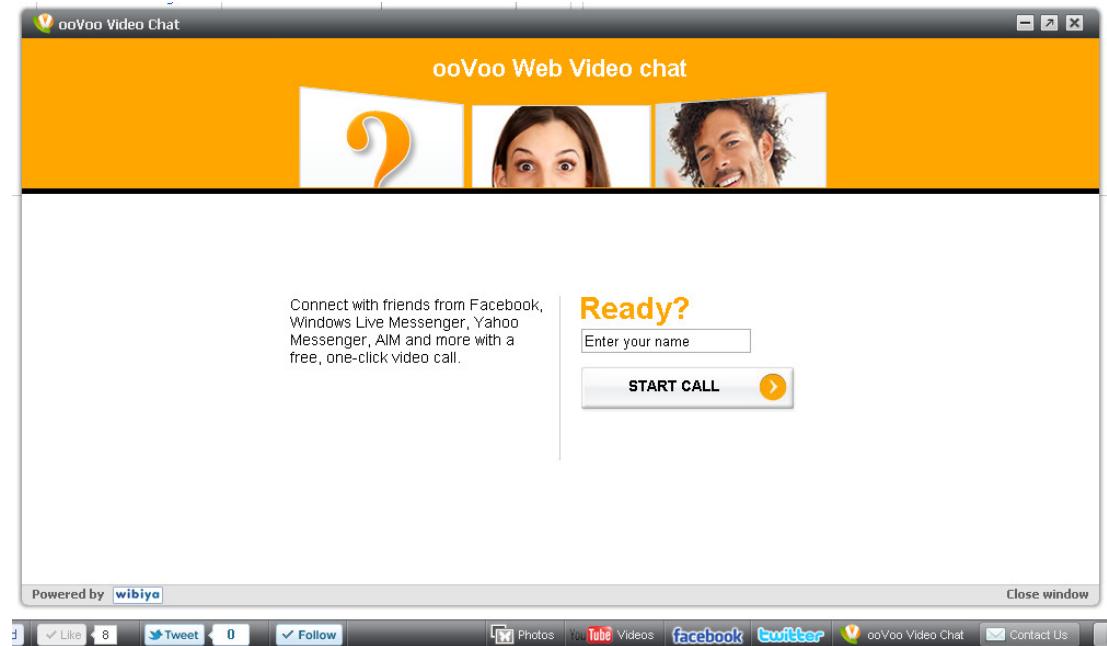
### *i. Video Chat Plugin*

This plugin the coolest plugin found at the bar. Here you can make a video conference to a maximum of 4 persons.

Notes: You must have “**Java Runtime**” installed in your computer. If you don’t know this, just contact your system administrator for assistance.

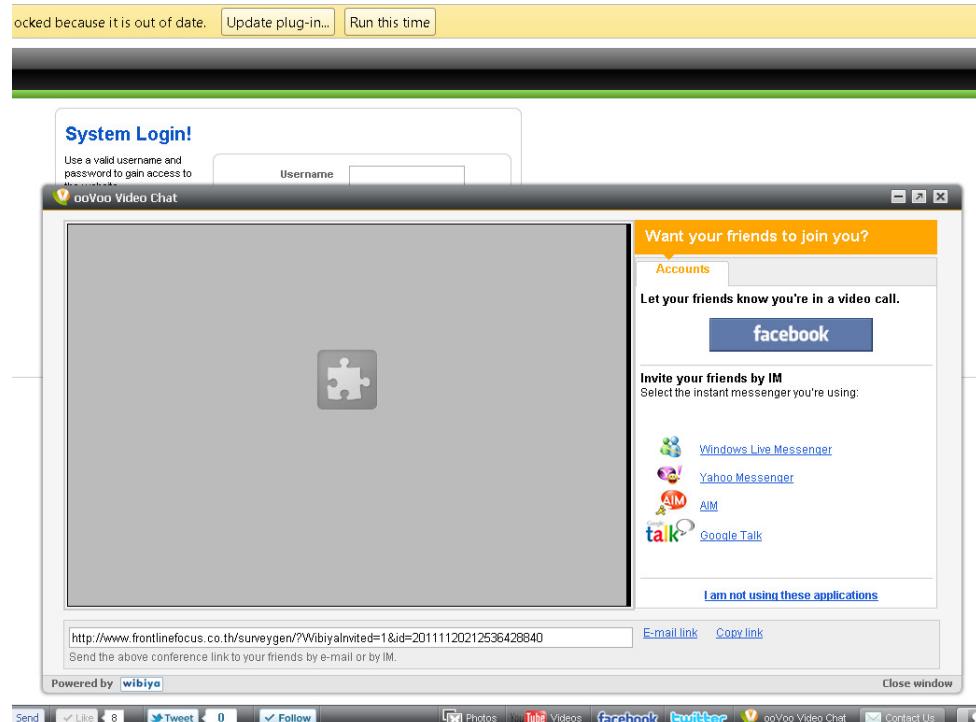
Steps to use.

- a. Click on the “ooVoo Video Chat” found at the bottom of the page.
- b. Wait for the plugin to load.

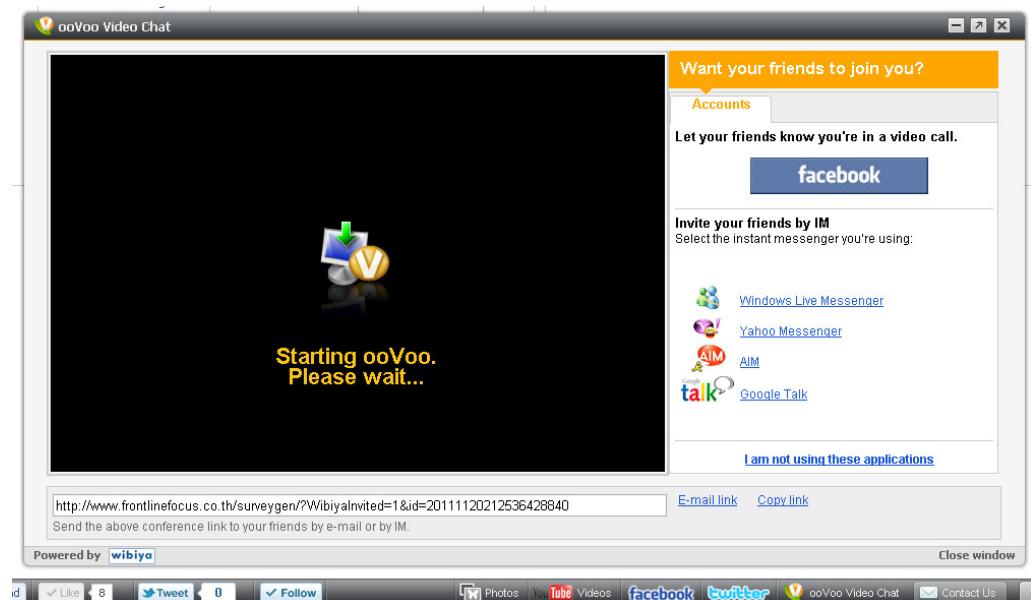


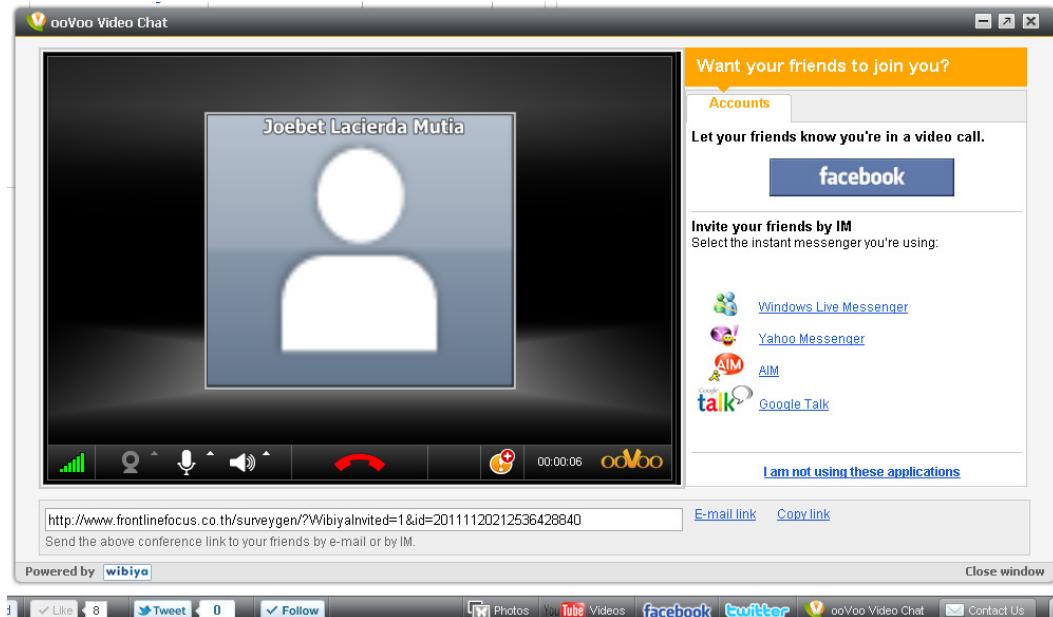
- c. Enter your name at the field provided and press “Start Call”

d. Taking to account that you have “Java runtime” installed. A popup will appear at the top of the page (Google Chrome Browser) this indicates that your java runtime is not updated. You can “Update the plugin” or just click “Run this Time” to allow the plugin to continue as shown below.

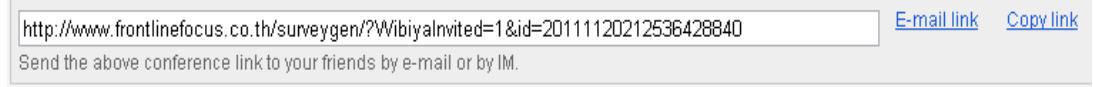


e. After click the button you should see the picture shown below. It will automatically detects your camera and broadcast you on the web.





f. After the plugin was successfully loaded. You must copy the link at the bottom of the plugin and give it to the person you want to have chat with.



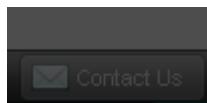
g. Enjoy!

#### ***j. Contact Us Plugin***

This plugin can be use to send a query or any sort of message related to Frontline Focus.

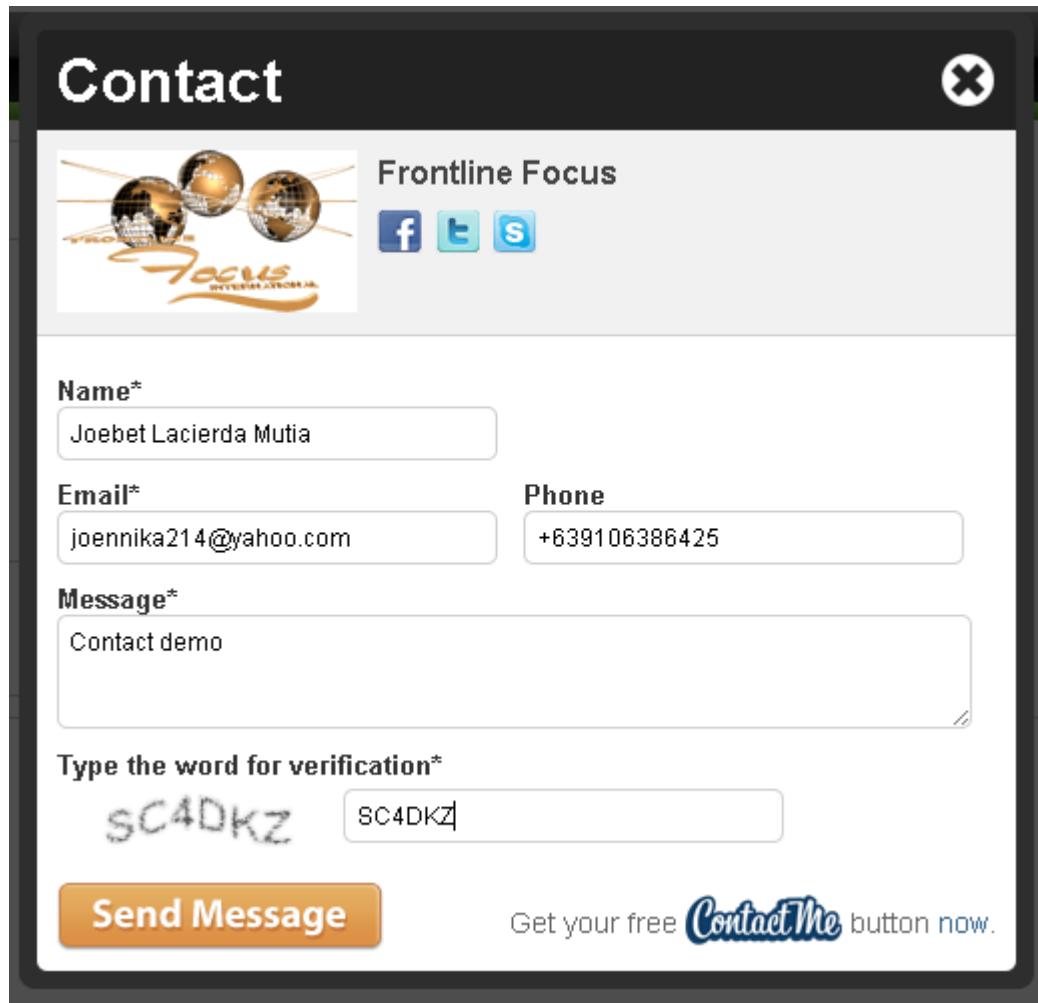
Steps to use.

a. Click on the “Contact Us” button at the bottom of the page.



b. Wait for the plugin to load.

c. Fill the fields as what the pictures illustrates.



The image shows a contact form interface for the 'Frontline Focus' website. The form is titled 'Contact' and includes the following fields:

- Name\***: Joebet Lacierda Mutia
- Email\***: joennika214@yahoo.com
- Phone**: +639106386425
- Message\***: Contact demo
- Type the word for verification\***: SC4DKZ

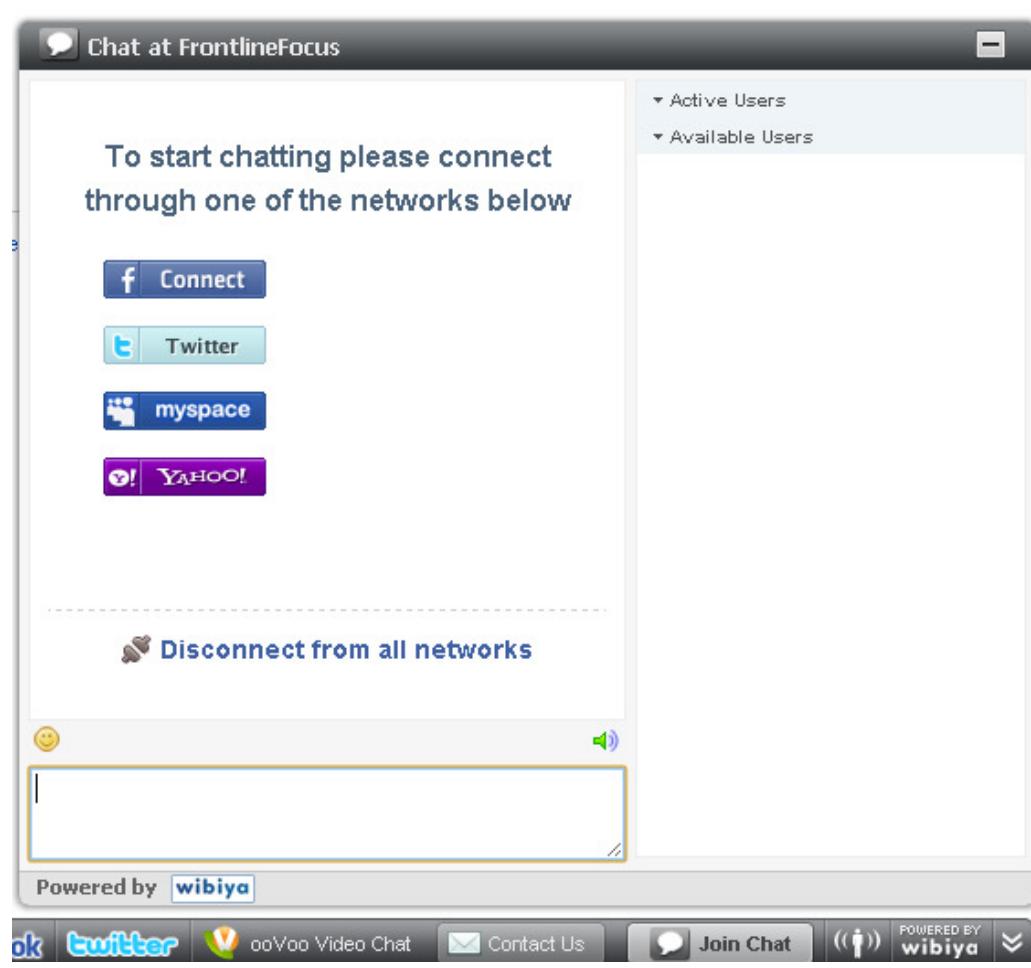
At the bottom of the form, there is a large orange 'Send Message' button and a link that says 'Get your free *ContactMe* button now.'

#### ***k. Chat Plugin***

This plugin can be use to chat other users in our page.

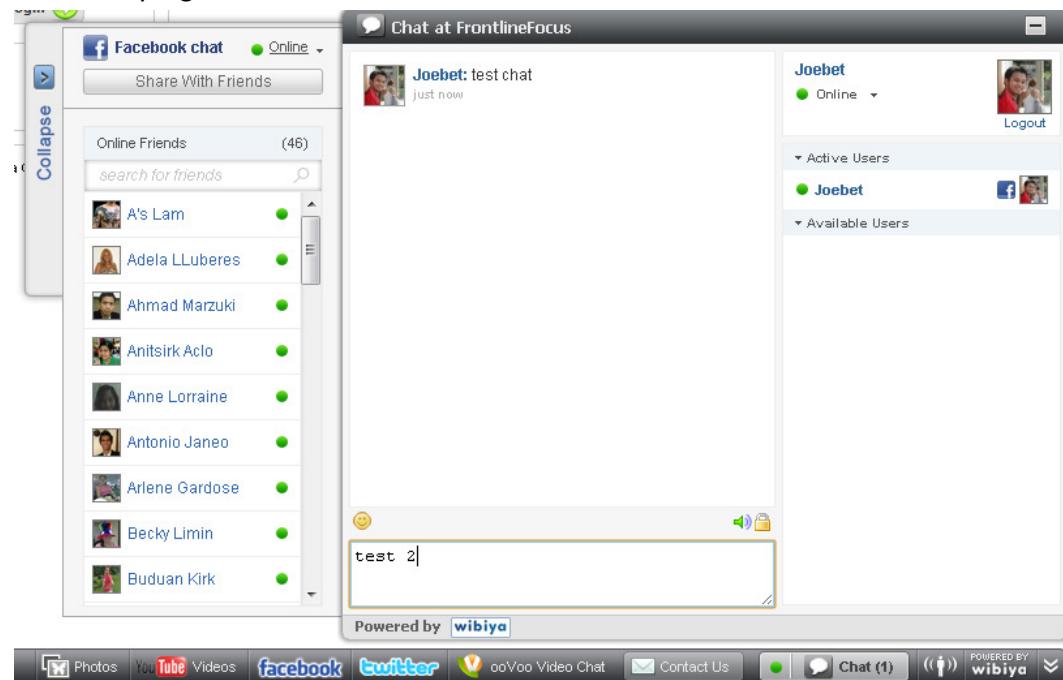
Steps to use.

- a. Click on the “Join Chat” button at the bottom of the page.

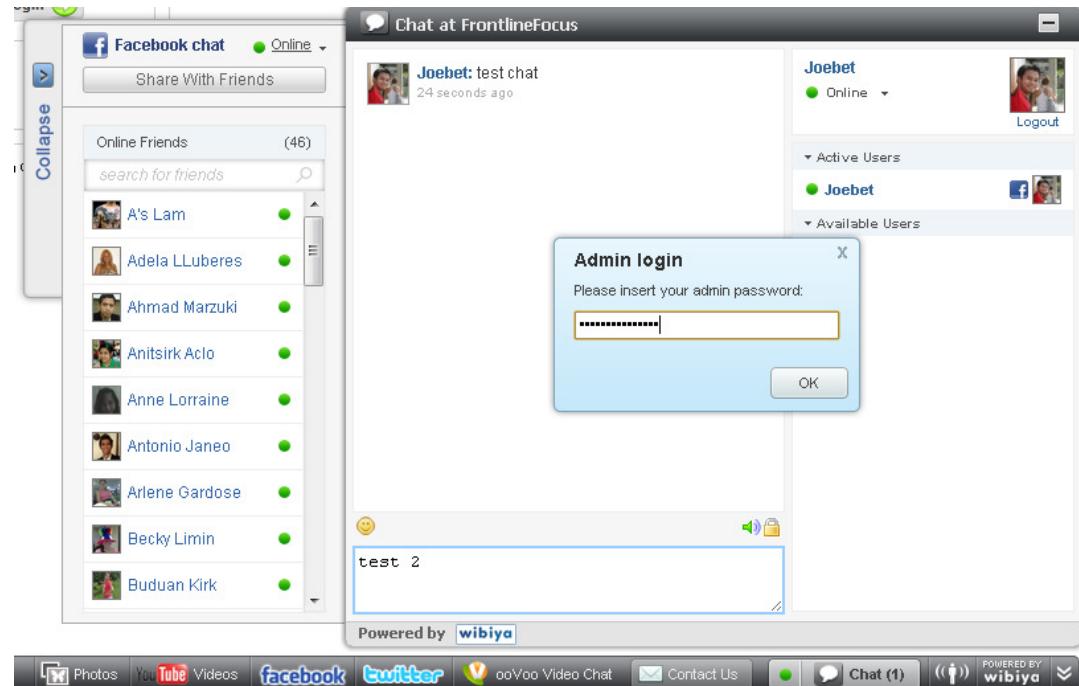


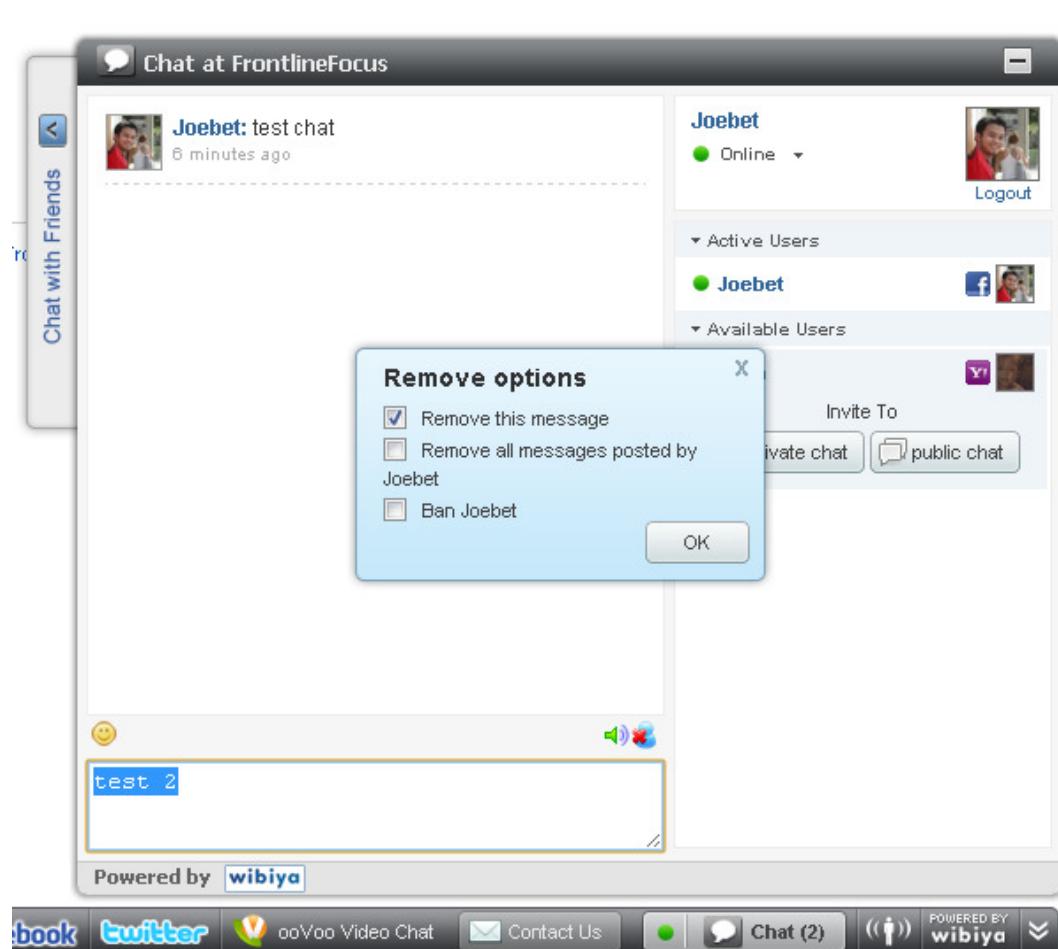
- b. Choose from the facebook, twitter, myspace and yahoo by which you will use to login to our chat system.

c. In this sample screenshot I used facebook and this will be the user interface after you had successfully logged in.

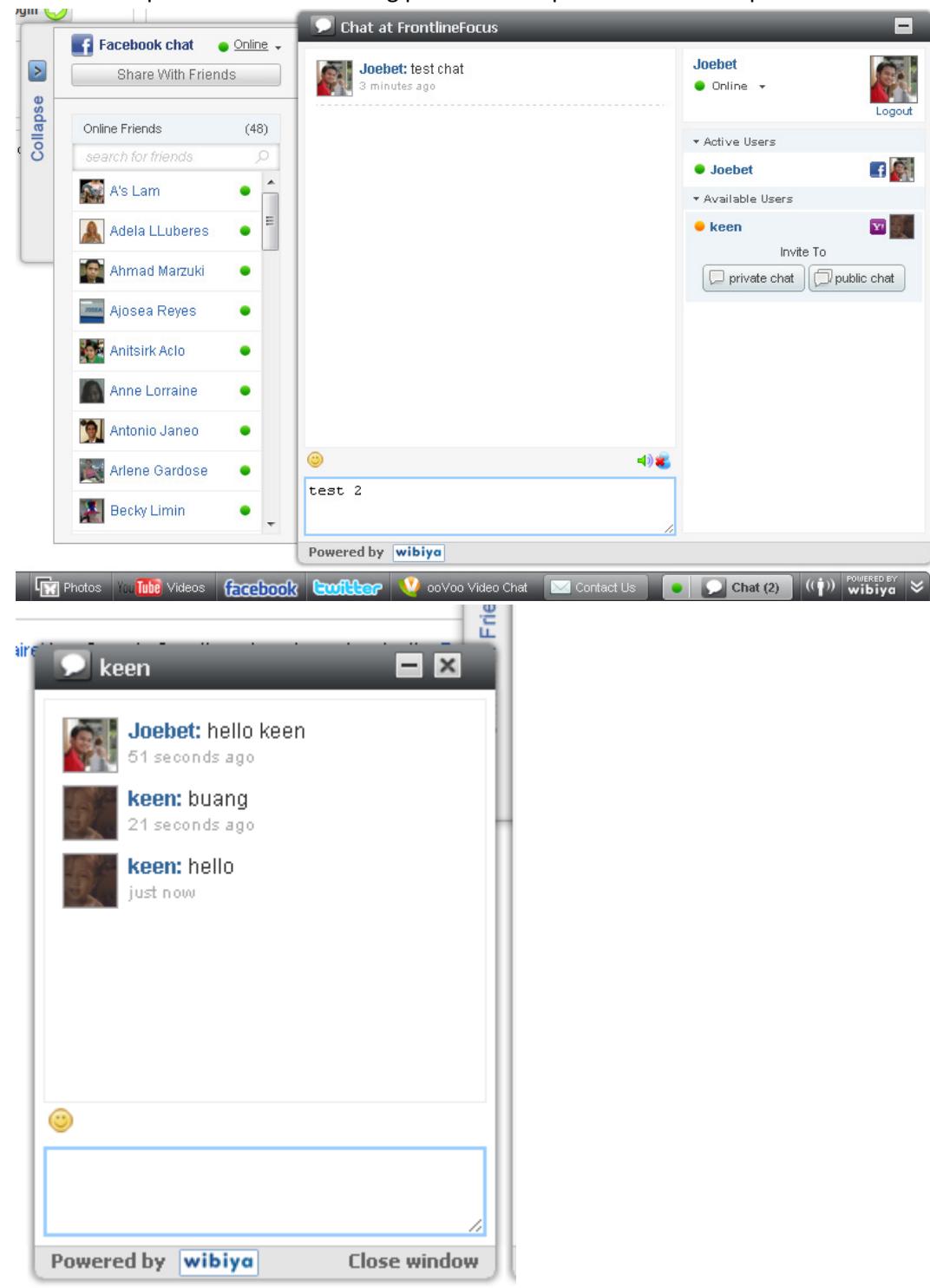


d. As you can see there is a lock bottom at the bottom of the chat. By clicking that you will be prompt for a administrator password (Administrator access can block or delete chat of a specific user.) The icon of the lock will change after you had successfully logged in as admin.





e. You can also private chat a user using public chat or private chat as the pictures shows.



## II. Managers Account

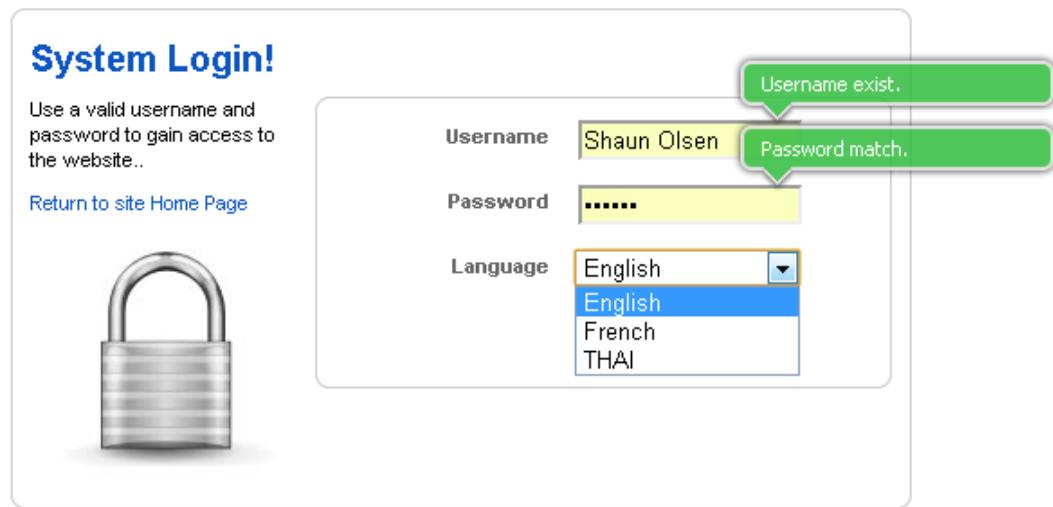
So let's move forward using the managers account.

### *a. Language*

This feature is an alternative way to change the language text in the site.

Steps to use.

- a. Click on the drop downlist and choose what language you like



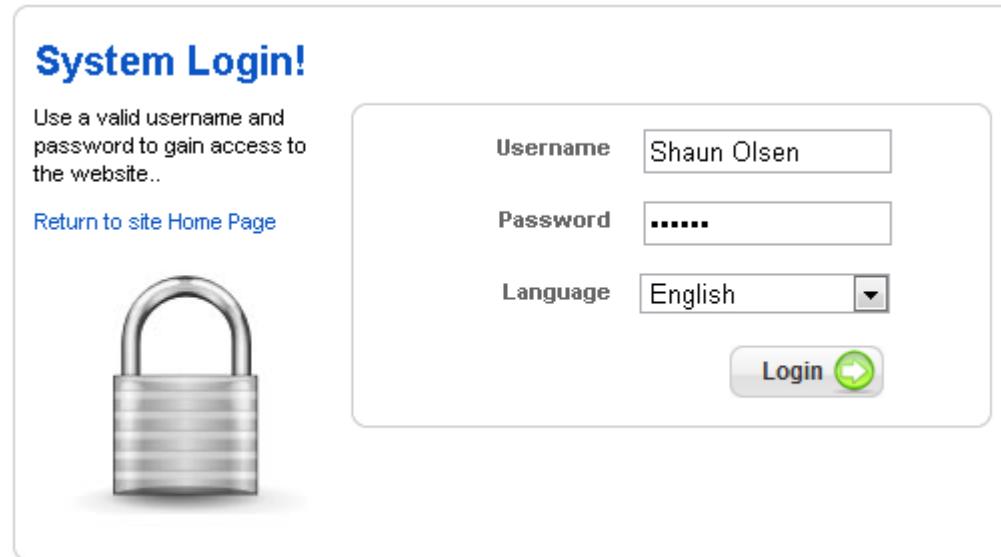
The image shows a 'System Login!' interface. On the left, there is a lock icon and a message: 'Use a valid username and password to gain access to the website..'. Below that is a 'Return to site Home Page' link. On the right, there are input fields for 'Username' (Shaun Olsen) and 'Password' (represented by a series of dots). Below these is a 'Language' dropdown menu with options: English, English (selected), French, and THAI. Two green callout bubbles provide feedback: 'Username exist.' above the username field and 'Password match.' above the password field.

### *b. Login Fields*

This are the input fields by which you must enter your username and password to be able to user our site.

Steps to use.

- a. Enter your username, password and choose your language (Default English)



The image shows a 'System Login!' form. At the top, it says 'System Login!' in blue. Below that is a message: 'Use a valid username and password to gain access to the website..'. A 'Return to site Home Page' link is in blue. To the right is a large padlock icon. On the right side of the form, there are three input fields: 'Username' with 'Shaun Olsen' in it, 'Password' with '\*\*\*\*\*' in it, and 'Language' set to 'English'. Below these is a 'Login' button with a green arrow icon.

### ***c. Welcome Page (News Feed)***

This feature is main page after you had successful logined. Below is the screenshot showing your name.



like facebook timeline. Here you can see all of the messages sent to you by the system (Manager system).

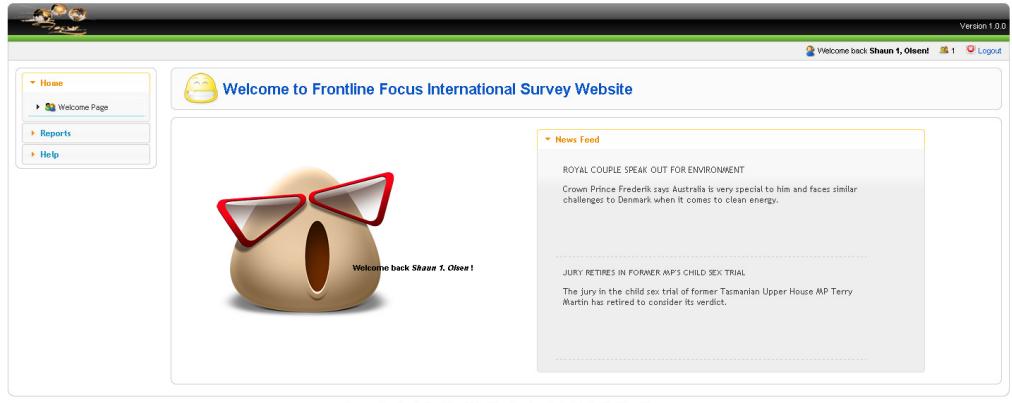
- a. ***News Feed***

This feature is like facebook live messages. Here you can see all of the messages sent to you by the system (Handled by the Manager system)

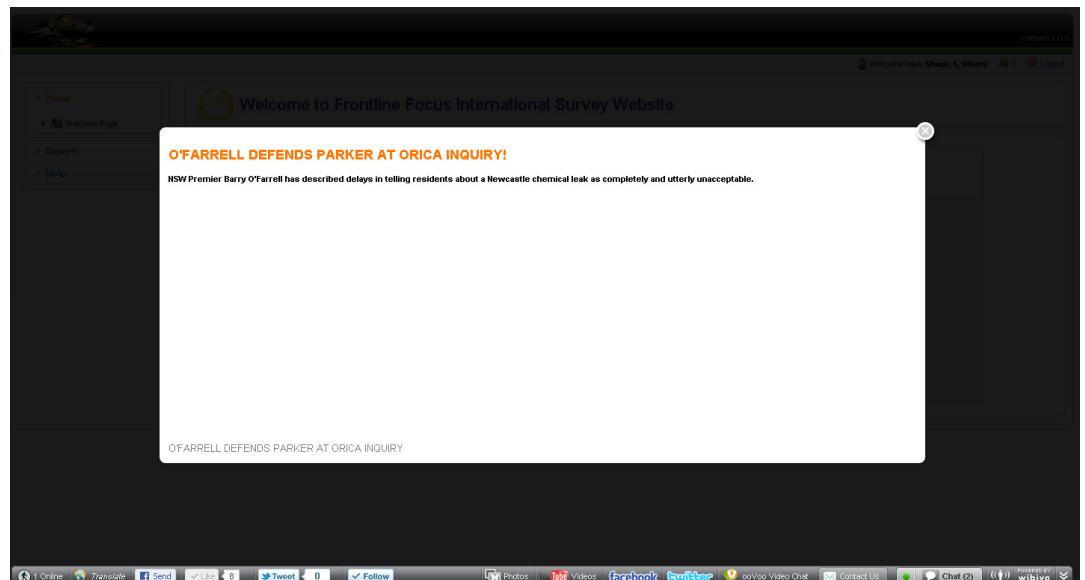
Steps to use

## Frontline Focus Website User Manual

- Click on the message you would like to read.



- Wait for the plugin to load.



### ***d. Help Bar***

This feature gives you access to the help tool of the page.

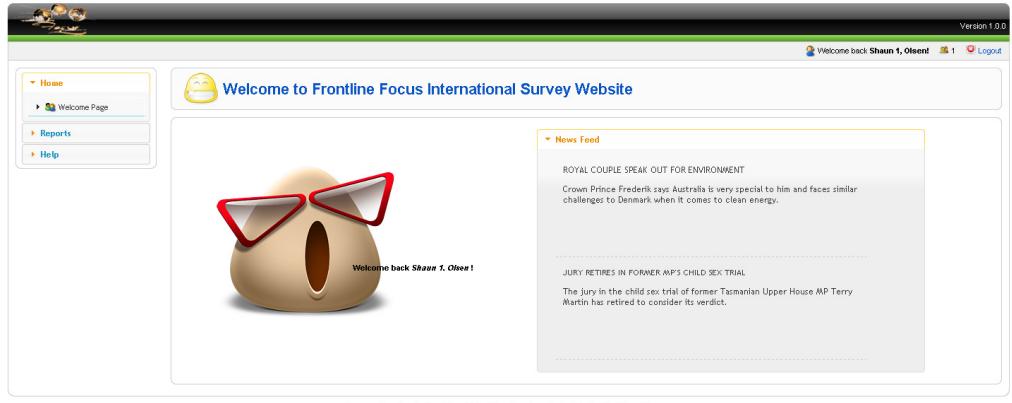
- User Manual***

This feature prompts a pdf format usermanual that you can view online.

Steps to use

## Frontline Focus Website User Manual

a. Click the user Manual button found at the left corner of the page



b. Wait for the page to load.



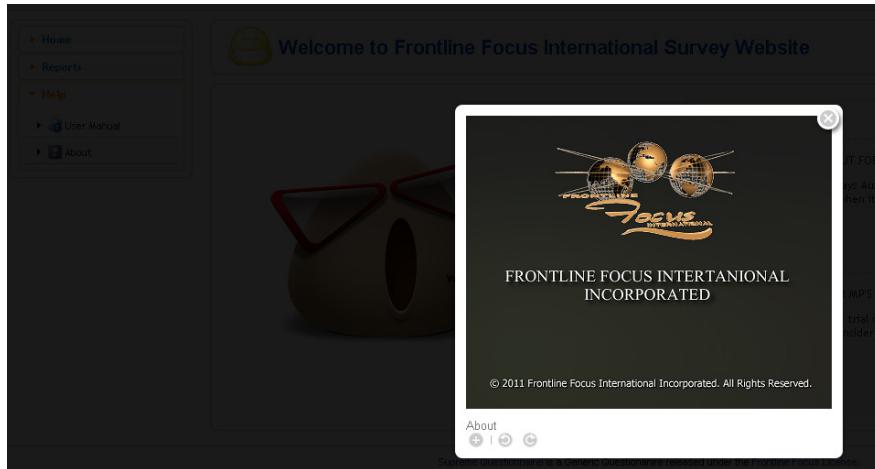
b. **About**

This features prompts a copyright logo of Frontline Focus.

Steps to use

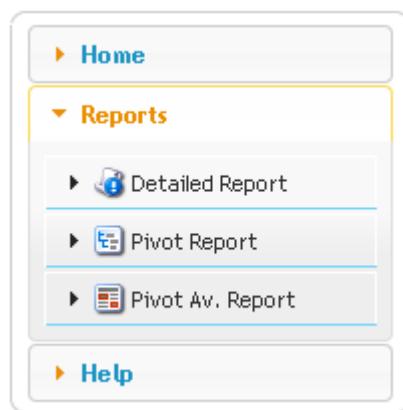
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- Click the user “About” button found at the left corner of the page



- Reports**

This features is the report generator page of the site. Below are the screenshot for the different reports.



- Detailed Report (On development)
- Pivot Report

This feature is the **bit by bit report** of all of the surveys being done by the shoppers.

Steps to use

- Click the user “Pivot Report” button found at the left corner of the page. And wait for the page to load.

b. Use the fields and drag it to the filter , data area and show area in the grid.

Export to:	PDF	<input type="button" value="Save"/>	<input type="button" value="Open"/>
<b>Export Options:</b>	<input type="checkbox"/> Print headers on every page <input checked="" type="checkbox"/> Print filter headers <input checked="" type="checkbox"/> Print column headers <input checked="" type="checkbox"/> Print row headers <input checked="" type="checkbox"/> Print data headers		

Report Title - Detailed Sales Analysis									
Report Date: 01/01/2011 to 31/12/2011									
Visit Type		Survey Type		Manager		Report Data			
Total Points		Year		Period					
Country		Brand		Store		Job #			

c. You can also export the data in different formats like pdf, excel, csv etc.

### c. Pivot Average Report

This feature is the **average calculation report** of all of the surveys being done by the shoppers.

## Steps to use

- a. Click the user “Pivot Average Report” button found at the left corner of the page. And wait for the page to load.

b. Use the fields and drag it to the filter , data area and show area in the grid.

Export to:

Export Options:

- Print headers on every page
- Print filter headers
- Print column headers
- Print row headers
- Print data headers

Page 1 of 147 (1469 items) < [1] 2 3 4 5 6 7 ... 145 146 147 >			
Visit Type <input type="button"/> Quarter <input type="button"/> Question <input type="button"/> Date <input type="button"/> Survey Type <input type="button"/> Country <input type="button"/> Manager <input type="button"/> Job # <input type="button"/>			
Points			
Drop Column Fields Here			
Brand	Store	Question Category	Points Total
<input type="checkbox"/> Dunkin Donuts	<input type="checkbox"/> Airport Hatyai	Customer Satisfaction	225
		FFI Internal Information	
		General Information	
		Great Hospitality	230
	<input type="checkbox"/> Airport Phuket	Promotion	30
		Staff Grooming	140
		Store Presentation	210
<input type="checkbox"/> Dunkin Donuts	Customer Satisfaction	227	
	FFI Internal Information		
	General Information		

Page 1 of 147 (1469 items) < [1] 2 3 4 5 6 7 ... 145 146 147 >

c. You can also export the data in different formats like pdf, excel, csv etc.

## III. Shoppers Account

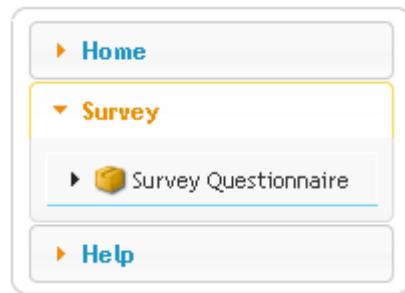
So let's move forward using the shoppers account.

**a. Survey**

This is the page by which the shopper will enter the report..

Steps to use.

- After you had successfully logged in. Click on the Survey Questionnaire button found at the left corner of the site.



- In this page you can see all of the shops that needed to be filled with report.
- The Survey Type, Brand, and Store Drop downlist can be used to sort out the list for you. Just choose the desired value and wait for the page to load.
- Or, you can use the Job# to view a specific schedule.

Date	Job #	Brand	Type	Type	Survey Type	Country	Store	Address
10-25-2011	1164	Amway	Drive-Thru	Scheduled	Amway Visit 1	THAILAND	Boots_President Park (Sukhumvit 24)	99/97 ถนนพหลโยธิน 24

- Before you can to the report it is required to enter the Date you had done your shop. As shown below.

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Survey Type

All

Date Shop

21-Nov-2011 11:15:37

-

21-Nov-2011 11:15:37

Brand

Store

Job #

10-25-2011 1164

From
x

Year

2010

2011

2012

< >

Month

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

Hour

00

12

0

0

0

Minute

01

13

1

1

1

Second

02

14

2

2

2

03

15

3

3

3

04

16

4

4

4

05

17

5

5

5

06

18

6

6

6

07

19

7

7

7

08

20

8

8

8

09

21

9

9

9

10

22

2

2

2

11

23

3

3

3

Address

ชุมชนที่ 24 99/997 หมู่ที่ 24



## Survey

[New](#)
[Edit](#)
[Delete](#)

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Survey Type

All

Date Shop

21-Nov-2011 11:11:47
-
21-Nov-2011 11:11:47

Brand

All

Store

All

Job #

Search

Date	Job #	Brand	Type	Type	Survey Type	Country	Store	Address	Actions
10-25-2011	1164	Amway	Drive-Thru	Scheduled	Amway Visit 1	THAILAND	Boots_President Park (Sukhumvit 24)	99/997 អូរុយវីភាគ 24	 

- f. After you had successfully entered the “Date Shop” you can click now the magnifying glass found at the right side of the schedule row.
- g. Right after the page loads all of the questions you might found out that there is a popup message in every question. This is a tooltip that act as a help in answering the question. As the picture illustrates.

**Survey Questionnaire**

## General Information

**1) Day of Visit**

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

h. Also there's a side bar that can be use for easy navigation. Just click on the nav bar on the right side of the page. Select the question or Category you want and the page will redirect you to the specific location.

May

General Information

1. Day of Visit
2. Date of Visit
3. Start Time
4. Finish Time

LP Nav

Store Presentation

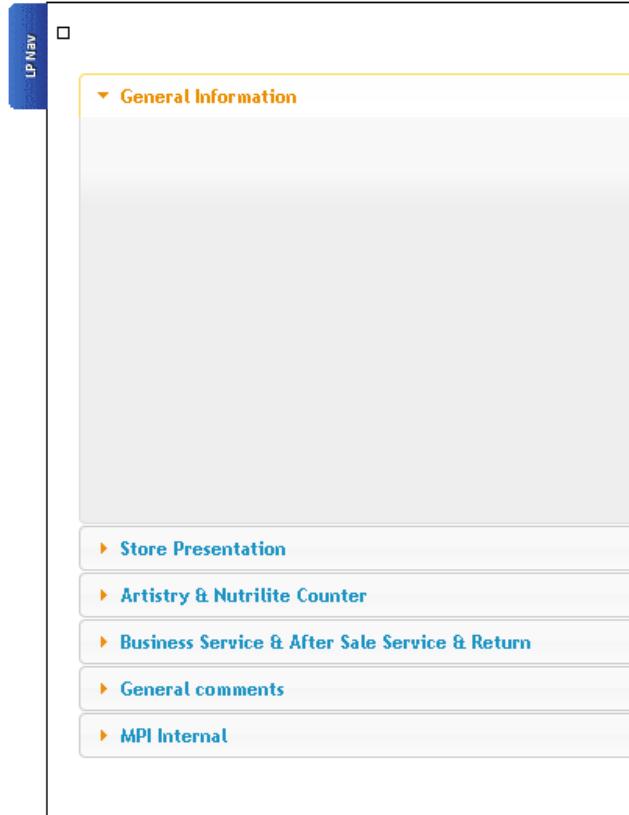
Artistry & Nutrilite Counter

Business Service & After Sale Service & Return

General comments

MPI Internal

i. The other bar is the indicator of all of the questions the shopper mark as 0 points. So, when an answer has a 0 points that specific question will be shown.



j. When you miss some of the question, the system is smart enough to prompt for errors and it will redirect you to that specific question you had miss to answer.

3) \* Please select an option **Business Service & After Sale Service & Return**

Yes  
▶  No  
 N/A

4) \* Please select an option **Business Service & After Sale Service & Return**

Yes  
 No  
 N/A

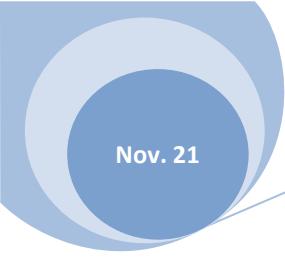
4) \* Please select an option **Business Service & After Sale Service & Return**

Yes  
 No  
 N/A

- k. When you are done you can just simple save the survey by pressing the “Save” button found at the bottom of the questionnaire.

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Nov. 21

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